

**ARIZONA CORPORATION COMMISSION  
FORMAL COMPLAINT**



0000098289

**ORIGINAL**

COMPLAINANT <b>KIM JORGENSEN</b>		COMPLAINT NUMBER <b>78482</b>
ADDRESS <b>3737 E. BELLEVUE STR. TUCSON, AZ 85716</b>		PHONE (HOME) <b>520-204-1494</b>
NAME OF RESPONSIBLE PARTY <b>BELLEVUE WINSTEL PROPERTIES LLC</b>		PHONE (WORK) <b>323-908-1568</b>
NAME OF UTILITY <b>TUCSON ELECTRIC POWER</b>	ACCOUNT NUMBER <b>NUMEROUS ACCOUNTS</b>	
GROUNDS FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT, INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)		

We are a 40-unit apartment building in Tucson. For several years, we have had a running dispute with Tucson Electric Power (TEP) about how much money we owe under a landlord agreement covering numerous units during non-occupied periods. When we called for clarification of certain bills under this agreement, we often got incomplete responses or promises to get back to us. Instead, while such charges were still being investigated, TEP would often simply label these unclarified amounts as "collections" and transfer them to other active accounts in our building. We feel this was an abuse of TEP's powers. Then, when we disputed such transfers, these other accounts would again in turn be labeled "collections" and be transferred to third accounts, and so forth, so that the accounting for this building would become a complete mess. We then asked TEP for a complete current accounting, including what charges had been transferred to and from where, and how our many payments had been applied. TEP claimed that this was too much work for them to do, and they refused. They then refused to provide electricity to us in numerous units, including units occupied by tenants. After many more months, in August of 2008, we agreed on a compromise settlement so that they would not have to do this internal accounting. We settled on a sum, payable in four payments, and this sum was paid by us. Now, after we have paid it off, they are claiming that the amount we settled on was incorrect (i.e., that they had made mistakes in their accounting) and are demanding (without any explanation) that more bills from this period have surfaced and we simply pay them without any backup and once again threatening to cut off our service. Their arguments are illogical and unprofessional, and we are at our wits end.

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NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

We are seeking relief from their further claims of unpaid bills from the past, specifically their latest claim for \$355.34. We had a settlement agreement with them that has been fully paid off, and we are asking that this settlement agreement be honored. Without telling us how much, TEP claims that even more bills from the past may surface, and we are seeking relief from such potential claims.

Arizona Corporation Commission

**DOCKETED**

**MAY 19 2009**

SIGNATURE OF COMPLAINANT OR ATTORNEY

*Kim Jorgensen*

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**ARIZONA CORPORATION COMMISSION  
FORMAL COMPLAINT FORM**

GROUND FOR COMPLAINT: (CONTINUED)

Three different people in our company have tried to deal with Mr. Lopez, but he is not living up to his agreements, and his arguments change from communication to communication. He claims there is no supervisor above him, and that he is one of the heads of the company. Even during a mediation with the Arizona Corporation Commission staff member Richard Martinez on the line (on May 4, 2009) TEP admitted they had lost track of all the transfers they had done and that not only should we simply pay them based on their word but, incredibly, that more bills might still surface and that they could not tell us how much they claimed we still owed. We ask that you assist us in arbitrating this matter, and that in the interval that they stop denying essential services to us and our many tenant families.